



CM Process Improvement and the International Space Station Program (ISSP)



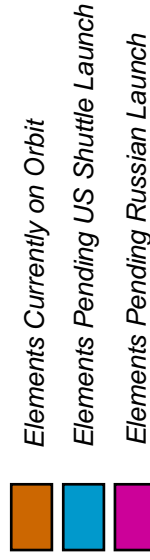
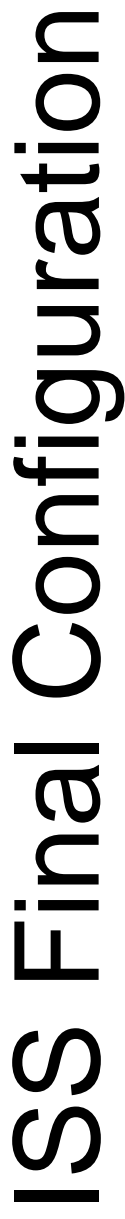
*Ginny Stephenson
July, 2007*

Configuration as of December, 2006

Additional View of the ISS December, 2006



S116E07106





CM Process Improvement Activities

- Assessment by ICM in September 2004
- Findings/Recommendations made by ICM
- Recommendations Implemented
- CMII Briefing sessions
- Follow-up Assessment August 2006



FINDINGS/RECOMMENDATIONS

in 2004

- **Fragmented Baseline Management.**
- **Closed-loop change management process needed for all changes to be tracked from initiation to closeout of all associated tasks.**
- **Change management process coupled with the baselines.**
- **Find an automated tool to provide automated workflow capability for online change creation, distribution, disposition, task identification, scheduling and tracking. Link process to the baseline.**
- **Formal CM training for ISSP CM group to become CM experts.**
- **CM overview training for ISSP personnel.**
- **Visit companies with CM Process Improvement Initiatives.**



FINDINGS/RECOMMENDATIONS

in 2004 (cont)

- **Contractor & IP CM personnel to conform to NASA CM Processes.**
- **NASA CM to visit contractor & IP sites to verify conformance to new CM requirements and offer recommendations for improvement.**
- **NASA CM to determine options for Deviations vs. Changes where a departure from the requirements will be long-term.**
- **Do not allow many “Redline” documents and drawings.**
- **Define what metric reporting will be valuable for managing.**
- **NASA CM to establish & charter a CM Process Improvement Committee (with cross-functional participation).**



Improvements Implemented

- All NASA CM personnel are CMI certified
- Updated CR flow with integrated closed loop process
- Updated forms
- CM overview training presentation developed and delivered to ISS personnel
- CMI briefing sessions open to all NASA JSC employees and programs (@ 200 people attended)
- Continual improvements implemented and training delivered
- Implemented a closed loop process



Improvements Implemented

- **NASA visit to Boeing Commercial**
- **Regular meetings with senior managers to discuss process improvement suggestions**
- **Metrics redone**
- **Studies on integrated software systems**
- **Automated tools research & demos**
- **CM Process Improvement meetings**
- **CM Focus Group established with Quality, Safety, Engineering, CM personnel**
- **Monthly telecons with International Partners**
- **Semi-annual Face-to-Face meetings with our International Partners**



What's Next?

- Integrate software tools
- Reduce the number of databases used
- Update Boards & Charters
- Reduce amount of required signatures
- Continue CM Process Improvement meetings and activities



INTERNATIONAL SPACE STATION

